

1. IT Enterprise-Wide Systems Support

As of MM/DD/YYYY

US Technology Agency

2. Background

The US Technology Agency (USTA) performs research on advanced technology. The USTA is currently pursuing a 5 year plan to modernize and consolidate its IT systems and support throughout the agency.

3. Objectives

The goals and objectives that the USAT expects to achieve are:

- Overall reduction in operation and maintenance costs
- Enterprise-wide consolidation/unification of data
- Adherence to the Federal Enterprise Architecture model
- Single point of contact for IT support
- Implement a private cloud solution for data storage (optional)

4. Scope

The general scope of work falls under Task Area 4 Outsourcing, Task Area 5 Operations and Maintenance and Task Area 10 Software Development. The types of services expected to be provided include, but are not limited to:

- Help Desk Support
- Network Management
- Server Consolidation
- System Architecture
- Software Design and Development
- Cloud services

5. Specific Tasks

5.1 Task 1 - Task Order (TO) Management

The contractor shall develop and follow a Task Order Management Plan that includes technical approach, organizational resources and management controls to be employed to meet the cost, performance and schedule requirements throughout task order execution.

5.1.1 Earned Value Management System

The contractor shall implement an EVMS as required by FAR Subpart 34.2—Earned Value Management System and USTA policy described at usta.evms.gov

5.1.2 In progress Review Support

The contractor shall provide a monthly status report monitoring the quality assurance, configuration management, and security management applied to the task order.

5.2 Task 2 - Help Desk Services

The contractor shall perform the following tasks. Refer to Appendix A for performance metrics:

- Receive and resolve user calls with a single point of contact (Level 1) which is defined as resolution of issues on the first call. User assistance requests which cannot be resolved on the first call shall be escalated to a Subject Matter Expert (Level 2 Support).

- Review, develop appropriate response, and respond to electronic mail support requests. User assistance requests which cannot be resolved through the first response to the email shall be escalated to a Subject Matter Expert (Level 2 Support).
- Maintain or initiate normal office staffing as requested by the government after established work hours. If the request is initiated during regular support hours, no lead-time may be provided. If the request is initiated during after-hours support, extended hour support is required within two hours of said request. When call volume has increased significantly, the Helpdesk Project Manager may notify the designated government representative and request they be allowed to maintain or move to normal office staffing. The Government shall approve this change on a case-by-case basis.
- Perform helpdesk center capacity monitoring and planning which is defined as monitoring and maintaining appropriate staffing levels for anticipated and planned call volumes.
- Maintain publicly accessible website for helpdesk operations, troubleshooting tips, news and announcements, application use reports, survey results, and frequently answered questions.
- Provide user support for configuration and administration of specialized technologies as identified by the government (PO 7).

5.3 Task 3 – Network Operations and Management

The contractor shall perform the following:

- Maintain all servers including hardware and software
- Configuration management
- Load balancing
- Security management

5.4 Task 4 – Software Development and Maintenance

The contractor shall provide support services from qualified and experienced personnel to support the planning, analysis, design, engineering, development, programming and maintenance of web and system software applications and database projects.

5.4.1 System A

System A is a mature system that will not require major code development. The contractor shall provide software maintenance, technical support, minor upgrades for the ongoing operations of System A. Specific tasks include, but are not limited to:

- Developing and releasing system enhancements to improve usability, correct minor defects, or address specific problems arising from nonstandard task orders.
- Coordinating with USTA software quality testers during acceptance testing.
- Administration of the underlying databases used by the system.
- Maintaining a mirror system that is used by the training and marketing departments for demos, user training, and other presentations.
- Providing technical assistance to USTA staff.

5.4.2 System B

The contractor shall provide software and systems development and technical support for the forthcoming implementation, deployment, and subsequent operations of System B. Specific tasks include, but are not limited to:

- Organize and participate in requirements sessions
- Upon approval to proceed by the Government, design the necessary modifications to the system and update relevant documentation. System design shall conform to the security protocols stipulated for USTA applications.

- Perform coding, unit testing, and integration of the modified code. If required by the Government, the Contractor will participate in the test-readiness preparation activities that follow.
- Perform configuration management, including configuration identification, change control, status accounting and verification.

5.5 Task 5 (Optional) – Implement Cloud Storage Solution

The contractor shall implement a private cloud storage system defined by the following:

- List of storage, security, and other requirements.

6. Contract Type

The contract type is Time and Materials for Tasks 1 through 4, and Firm Fixed Price for Optional Task 5

7. Place of Performance

The work may be performed at the contractor site or at USTA headquarters.

8. Period of Performance

The base period of performance is one year (12 months) from the date of contact award. There are three option periods of one year (12 months) each.

9. Deliverables/Delivery Schedule

The following table provides the list of deliverables.

SOW TASK #	DELIVERABLE TITLE	#CALENDAR DAYS AFTER TO AWARD
5.1	Task Order Management Plan	Draft - 15, Final - 30
5.1.2	Monthly Status Report	Monthly, on 10th calendar day
(Full list here)		

10. Security

The contractor shall follow all USTA security requirements as defined by: (list or reference relevant items)

10.1 Confidential Treatment of Sensitive Information

The contractor shall follow all USTA sensitive information requirements as defined by: (list or reference relevant items)

10.2 System Configuration Security

The following standards shall be met: (list of USTA and NIST standards)

11. Government Furnished Equipment (GFE)/ Government Furnished Information (GFI)

For work at the USTA site, USTA will provide:

- Office space
- Desktop workstations
- Wired and wireless network connectivity

12. Packaging, Packing, and Shipping Instructions

The contractor shall ensure that all items are preserved, packaged, packed and marked in accordance with best commercial practices to meet the packing requirements of the carrier and to ensure safe and timely delivery at the intended destination. All data and correspondence submitted shall reference:

1. The CIO-SP2i Task Order Authorization Number
2. The NITAAC Tracking Number
3. The government end user agency
4. The name of the COTR

Containers shall be clearly marked as follows:

1. Name of contractor
2. The CIO-SP2i Task Order Authorization Number
3. The NITAAC Tracking Number
4. Description of items contained therein
5. Consignee(s) name and address

13. Inspection and Acceptance Criteria

Inspection and acceptance criteria for all deliverables shall adhere to the methods standards outlined in the Quality Assurance Surveillance Plan (QASP). The contractor shall deliver a draft QASP within 15 days of contract award, with a finalized QASP (to be negotiated with the Government) delivered no later than 45 days after contract award. Example metrics are provided in Appendix A.

14. Accounting and Appropriation Data

Funds are available for this task order.

15. Other Pertinent Information or Special Considerations

1. Contractor should have experience with the following:
 - Operating systems A, B, and C
 - Programming languages X, Y, and Z
2. Cloud solution must be FedRAMP certified.

16. Post-Award Administration

The following monitoring and milestones will be used for evaluation of Prime Contractors progress:

- Milestone 1
- Milestone 2

Past Performance Evaluations will be completed at least annually and at the end of the task.

17. Key Personnel

1. A Project Manager and a Technical shall be identified by name and title/job classification in offeror proposals as key personnel.
2. The Contractor agrees that the above key personnel shall not be removed from the contract effort, replaced or added to the contract without a compelling reason and without compliance with paragraphs (3) and (4) hereof. The Government will not approve substitutions for the sole convenience of the contractor.
3. If any change to the key personnel position becomes necessary (substitutions or additions), the Contractor shall immediately notify the Contracting Officer in writing, accompanied by the resume of the proposed replacement personnel who shall be of at least substantially equal ability and qualifications as the individuals currently approved for that category.
4. **No substitution or replacement** of the key personnel shall be approved **within the first ninety (90) days** after contract award.
5. All requests for approval of changes hereunder must be in writing, via email, and provide a detailed explanation of circumstances necessitating the proposed change. Request for changes should be made whenever the need is identified. Beside the resume, the request must also provide:
 - a. A comparison of skills and qualifications to those set forth in the accepted resume proposed for substitution;
 - b. A signed employee procurement integrity agreement;
 - c. Number of hours the contractor will provide at his/her own expense to train the proposed replacement, and
 - d. Any other information requested by the Contracting Officer to reach a decision.

18. Transition Plan

The contractor shall deliver a Transition Plan within 30 days of contract award. Discuss how the work would be transitioned to a different contractor or contract vehicle. Example content could include transition schedule; training of new staff; handover of documents, user guides, and other relevant material; security issues (return of badges, tokens, and closing of computer accounts).